GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

UNSTARRED QUESTION NO:2277
ANSWERED ON:03.08.2015
Grievance Redressal in Railways
Kateel Shri Nalin Kumar

Will the Minister of RAILWAYS be pleased to state:

(a) whether the Railways have adopted any mechanism for redressal of the grievances of train passengers and if so, the details thereof;

(b) the number of complaints received from the passengers relating to poor quality of catering services etc. during the last three years, category-wise and year-wise; and

(c) the steps taken by the Railways for disposal of such complaints/grievances?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS

(SHRI MANOJ SINHA)

(a) to (c) : A Statement is laid on the Table of the House.

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